

**FIRE COMMUNICATIONS SUPERVISOR  
STUDY GUIDE**

A written examination for the class of **FIRE COMMUNICATIONS SUPERVISOR** to be administered in **JEFFERSON F.P.D.** on **April 14, 2009**, will consist of approximately 120 multiple-choice questions. The examination will test your knowledge in the following subject areas:

<b>SUBJECT AREA/KNOWLEDGE</b>	<b>APPROXIMATE % OF EXAM</b>
<b>FIRE SERVICE MANAGEMENT</b>  Knowledge of the principles of effective fire service management, planning, organizing, directing, inspecting, and evaluating departmental operations; and personnel management.	19.2%
<b>MANAGING EQUIPMENT/PROPERTY</b>  Knowledge of the general care, maintenance, and use of departmental communications equipment and property, including verifying that equipment is tested and meets applicable standards.	7.5%
<b>RECORDS/REPORTS/CORRESPONDENCE</b>  Knowledge of effective records-management practices, including preparation, content, format, control, and retention; and knowledge of effective report preparation procedures, including the compilation and organization of data into an effective written format for reports or official correspondence.	11.7%
<b>SUPERVISION</b>  Knowledge of the practices and techniques used in effective supervision in order to plan, organize, direct, and evaluate the work of subordinates; to resolve conflicts; and to maintain discipline.	26.7%
<b>TRAINING</b>  Knowledge of the procedures for implementing an effective training program, including serving as an instructor.	11.7%

SUBJECT AREA/KNOWLEDGE	APPROXIMATE % OF EXAM
<p><b>COMMUNICATIONS MANAGEMENT</b></p> <p>Knowledge of the operation of the fire communications center, including knowledge of operational and dispatching procedures for receiving and processing calls for assistance; of the proper operating procedures of the fire radio system; of the operation of the computer-aided dispatch system, including the operation of the computer keyboard; of applicable computer codes; of the procedures for sending and retrieving messages as well as for entering and retrieving information using the computer; and handling complaints from the public.</p>	23.3%

### REFERENCE LIST

While the entire list of reference material will be useful to you in your preparation for the upcoming examination, the **majority** of test questions are sourced from those references listed under the Primary List.

### PRIMARY REFERENCE MATERIAL

#### NATIONAL FIRE PROTECTION ASSOCIATION (NFPA) PUBLICATIONS AND STANDARDS:

MANAGEMENT IN THE FIRE SERVICE, Carter, Harry R., and Rausch, Erwin, NFPA, Quincy Mass., 4th ed., 2008.

#### INTERNATIONAL FIRE SERVICE TRAINING ASSOCIATION (IFSTA)/ FIRE PROTECTION PUBLICATIONS (Training Manuals):

Fire and Emergency Services Instructor, 7th ed., 2006.

#### OTHER RECOMMENDED PUBLICATIONS:

EFFECTIVE SUPERVISORY PRACTICES, International City Management Association (ICMA), 1120 G Street, N.W., Washington, D.C. 20005, 4th ed., 2005.

**NOTE: Obtain through LSU Firemen Training Program or IFSTA Fire Protection Publications.**

#### JEFFERSON PARISH F.P.D. FIRE COMMUNICATIONS - OPERATIONS AND PROCEDURES

**CODE OF FEDERAL REGULATIONS, TITLE 47, (FEDERAL COMMUNICATIONS COMMISSION)**, Part 80 to End, The Office of the Federal Register National Archives and Records Administration, Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402, Revised 10/01/96.

**NOTE: Sold by Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402.**

**MANAGING FIRE AND RESCUE SERVICES**, International City Management Association (ICMA), 1140 Connecticut Ave., N.W., Washington, D.C. 20036, 1st ed., 2002. **NOTE: Available through LSU Firemen Training Program or IFSTA Fire Protection Publications.**

**ADVANCED SUPERVISORY PRACTICES**, International City/County Management Association, 777 N. Capitol Street N.E., Suite 500, Washington, D.C. 20002-4201, 1992.

The local civil service board should make this study guide available to all applicants in whatever manner the board deems appropriate.

While there are no provisions requiring this office to provide study guides for any competitive or promotional examinations, such material will be provided as a service to assist applicants in preparing for an examination. The State Examiner's office has no control whatsoever over the local availability of reference material(mentioned in the study guides), nor do we feel constrained to limit examination questions to only that material which is available locally. Examination content, weighting of subject areas, and length of examination, may vary with each administration of an examination to reflect any updated job analysis information. Percentages and numerical estimations are provided as approximations.